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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/874,082	06/04/2001	David M. Payne	10004623-1	6210

7590 01/03/2005  
HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P.O. Box 272400  
Fort Collins, CO 80527-2400

EXAMINER

EBRAHIMI DEHKORDY, SAEID

ART UNIT PAPER NUMBER

2626

DATE MAILED: 01/03/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	Application No.	Applicant(s)	
	09/874,082	PAYNE ET AL	
	Examiner	Art Unit	
	Saeid Ebrahimi-dehKordy	2626	

**-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --**

### Period for Reply

**A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.**

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☐ Responsive to communication(s) filed on \_\_\_\_.
- 2a) ☐ This action is **FINAL**.                      2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 1-47 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-47 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 04 June 2001 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.  
     Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
     Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All    b) ☐ Some \*    c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- \* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- |  |   |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)                        | 4) <input type="checkbox"/> Interview Summary (PTO-413)                     |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)               | Paper No(s)/Mail Date. ____.  |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| Paper No(s)/Mail Date <u>6/4/01</u> .  | 6) <input type="checkbox"/> Other: ____.                                    |

## **DETAILED ACTION**

### ***Claim Rejections - 35 USC § 102***

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2. Claim 1-47 are rejected under 35 U.S.C. 102(e) as being anticipated by Skaanning (Pub No.: US 20020044296)

Regarding claim 1,14,29 and 42 Skaanning discloses: A diagnostic service system (please note Fig.1 item 201, page 4 paragraph 0049 the diagnostic system 201) comprising: a printing device configured to self-determine a need for technical support (please note Fig.1 item 210, page 5, paragraph 0058 the where the diagnostics of the printer was determined and send through the internet to the diagnostic system 201) a technical support system configured to receive information from the printing device (please note Fig.1 item 201 and also Fi.4 item 903 where the diagnosis of the printer is received and examined by the experts, page 6 paragraph 0072 and 0073) the information corresponding to the self-determined need for technical support (please note Fig.4 item 902 where the self determined causes are identified, page 6 paragraph 0069) the technical support system further configured to determine a solution for the printing device in accordance with the received information (please note Fig.4 item 903, page 6 paragraph 0073 where the experts determine and consider the steps they

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themselves would perform) and the printing device further configured to receive the solution from the technical support system and implement the solution to resolve the need (please note Fig.3, page 5 paragraph 0060, lines 1-9 where the diagnostics are received from the device 201 to the printer).

Regarding claim 2 Skaanning discloses: A diagnostic service system as recited in claim 1, further comprising a computing device connected to the printing device (please note Fig.1 item 205 the computer) wherein the computing device is configured to receive the information from the printing device (please note Fig.1 item 210 the printer being connected to the computer) route the information to the technical support system, and receive the solution from the technical support system (please note page 5 paragraph 0058).

Regarding claim 3,15 and 32 Skaanning discloses: A diagnostic service system as recited in claim 1, wherein the technical support system is configured to receive the information from the printing device as part of an email message (please note page 4 paragraph 0055).

Regarding claim 4,16 and 33 Skaanning discloses: A diagnostic service system as recited in claim 1, wherein the printing device is configured to receive the solution as part of an email message (please note page 4 paragraph 0055 lines 4-8).

Regarding claim 5 and 44 Skaanning discloses: A diagnostic service system as recited in claim 1, wherein the technical support system is further configured to compare the received information with descriptions of device needs for technical support to

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determine the solution, each description of a device need for technical support corresponding to one or more solutions (please note page 5 paragraph 0061&0062).

Regarding claim 6 Skaanning discloses: A diagnostic service system as recited in claim 1, further comprising a database configured to maintain one or more descriptions of device needs for technical support, and one or more solutions corresponding to a particular description of a device need for technical support (please note Fig.1 item 201 the diagnostic system, page 6 paragraph 0072 through 0088).

Regarding claim 7 and 38 and Skaanning discloses: A diagnostic service system as recited in claim 1, wherein the technical support system is further configured to maintain the received information and generate a corresponding reference identifier and wherein the printing device is further configured to receive the reference identifier (please note page 6 paragraphs 0086-0093).

Regarding claim 8 Skaanning discloses: A diagnostic service system as recited in claim 1, wherein the printing device is further configured to initiate communication with the technical support system and provide the information to the technical support system (please note page 5 paragraph 0058).

Regarding claim 9 and 23 Skaanning discloses: A diagnostic service system as recited in claim 1, wherein the printing device is further configured to provide the information to the technical support system without user interaction with the printing device (please note page 5 paragraph 0060).

Regarding claim 10 Skaanning discloses: A diagnostic service system as recited in claim 1, wherein the printing device is further configured to render a notification of the

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self-determined need for technical support and wherein the printing device is further configured to provide the information to the technical support system after receiving an instruction to said provide information (please note page 5 paragraphs 0058-0061).

Regarding claim 11 Skaanning discloses: A diagnostic service system as recited in claim 1, wherein the printing device is further configured to render instructions for user interaction with the printing device to said implement the solution (please note page 5 paragraph 0060-0062).

Regarding claim 12 Skaanning discloses: A diagnostic service system as recited in claim 1, wherein the printing device is further configured to render printed instructions for user interaction with the printing device to said implement the solution (please note page 5 paragraph 0058).

Regarding claim 13 Skaanning discloses: A diagnostic service system as recited in claim 1, wherein the printing device is further configured to download an Internet resource to said implement the solution (please note page 7 paragraph 0086-0092).

Regarding claim 17 Skaanning discloses: An electronic device as recited in claim 14, wherein the interface component is further configured to automatically initiate communication with the technical support system to said provide the information (please note page (please note Fig.1 item 201 and also Fi.4 item 903 where the diagnosis of the printer is received and examined by the experts, page 6 paragraph 0072 and 0073).

Regarding claim 18, 25 and 36 Skaanning discloses: An electronic device as recited in claim 14, further comprising a display device configured to render a notification of the self-determined need for technical support and wherein the interface

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component is further configured to initiate communication with the technical support system after receiving an instruction to said provide the information (please note page 5 paragraph 0058-0060).

Regarding claim 19 and 26 Skaanning discloses: An electronic device as recited in claim 14, further comprising a printing assembly configured to print a notification of the self-determined need for technical support and wherein the interface component is further configured to initiate communication with the technical support system after receiving an instruction to said provide the information (please note page 6 paragraph 0069-0088).

Regarding claim 20 and 27 Skaanning discloses: An electronic device as recited in claim 14, further comprising a display device configured to render instructions for user interaction with the electronic device to said implement the solution (please note page 5 paragraph 0059).

Regarding claim 21 and 28 Skaanning discloses An electronic device as recited in claim 14, further comprising a printing assembly configured to print instructions for user interaction with the electronic device to said implement the solution (please note page 13 paragraph 0156).

Regarding claim 22, 41 and 47 Skaanning discloses: A printing device (please note Fig.1 items 201 the diagnostic system, Fig.1 item 205 the computer and item 210 the printer) comprising: a diagnostic component configured to self-determine a need of the printing device for technical support (please note Fig.1 item 210, page 5, paragraph 0058 the where the diagnostics of the printer was determined and send through the

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internet to the diagnostic system 201) an interface component configured to initiate communication with a technical support system to provide information corresponding to the self-determined need for technical support (please note item 411 on Fig.3 where the printer is communicating with the pc and from there to the diagnostic system, page 5 paragraph 0058-0060) the technical support system determining a solution to the need in accordance with the information (please note Fig.1 item 201 and also Fi.4 item 903 where the diagnosis of the printer is received and examined by the experts, page 6 paragraph 0072 and 0073) the interface component further configured to receive the solution from the technical support system and a diagnostic component configured to implement the solution to resolve the need (please note page 6 paragraph 0072-0092).

Regarding claim 24 and 34 Skaanning discloses: A printing device as recited in claim 22, wherein the diagnostic component said implements the solution without user interaction with the printing device (please note page 5 paragraph 0060&0061).

Regarding claim 29 Skaanning discloses: A method, comprising: with an electronic device, self-determining a need for technical support; providing information corresponding to the need for technical support to a technical support system; receiving a solution to the need for technical support from the technical support system; and implementing the solution to resolve the need.

Regarding claim 30 Skaanning discloses: A method as recited in claim 29, wherein said self-determining is performed by an electronic device comprising a printing device (please note Fig.1 item 210, page 5, paragraph 0058 the where the diagnostics



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of the printer was determined and send through the internet to the diagnostic system 201)

Regarding claim 31 Skaanning discloses: A method as recited in claim 29, wherein said self-determining is performed by an electronic device comprising a personal digital assistant (please note page 2 paragraph 0022).

Regarding claim 35 Skaanning discloses: A method as recited in claim 29, further comprising rendering a notification of the need for technical support and initiating communication with the technical support system after receiving an instruction to provide the information (please note page 5 paragraph 0058-0060).

Regarding claim 37 Skaanning discloses: A method as recited in claim 29, further comprising determining the solution by comparing the information with descriptions of device needs for technical support each description of a device need for technical support corresponding to one or more solutions (please note page 6 paragraph 0072-0092).

Regarding claim 39 and 45 Skaanning discloses: A method as recited in claim 29, wherein said implementing comprises rendering user instructions for user interaction with the electronic device to said resolve the need (please note page 5 paragraph 0058-0060).

Regarding claim 40 and 46 Skaanning discloses: A method as recited in claim 29, wherein said implementing comprises printing user instructions for user interaction with the electronic device to said resolve the need (please note page 6 paragraph 0072-0090).

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Regarding claim 43 Skaanning discloses: A method as recited in claim 42, wherein: said initiating comprises initiating with the printing device; said providing comprises providing with the printing device said receiving comprises receiving with the printing device and said implementing comprises implementing with the printing device (please note page 5 paragraph 0058-0060).

**Contact Information**

- Any inquiry concerning this communication or earlier communications from the examiner should be directed to *Saeid Ebrahimi-Dehkordy* whose telephone number is (703) 306-3487.

The examiner can normally be reached on Monday through Friday from 8:00 a.m. to 5:30 p.m. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Kimberly Williams, can be reached at (703) 305-4863.

**Any response to this action should be mailed to:**

Assistant Commissioner for Patents  
Washington, D.C. 20231

**Or faxed to:**

(703) 872-9306, or (703) 308-9052 (for **formal** communications; please mark  
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**Or:**

(703) 306-5406 (for **informal** or **draft** communications, please label  
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**Hand delivered responses** should be brought to Crystal Park II, 2121 Crystal Drive, Arlington, VA., Sixth Floor (Receptionist).

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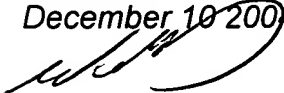
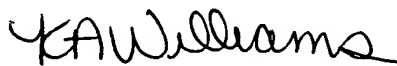
Any inquiry of a general nature or relating to the status of this application should be directed to the Group Receptionist whose telephone number is (703) 305-4750.

*Saeid Ebrahimi-Dehkordy*

*Patent Examiner*

*Group Art Unit 2626*

*December 10 2004*

  
SUPERVISORY PATENT EXAMINER

KIMBERLY WILLIAMS  
SUPERVISORY PATENT EXAMINER